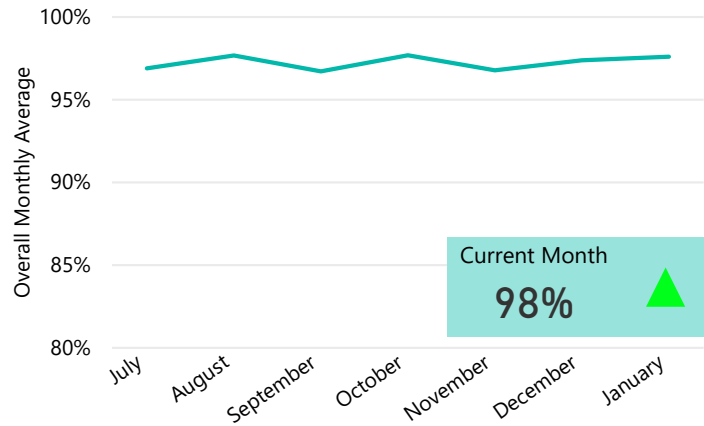
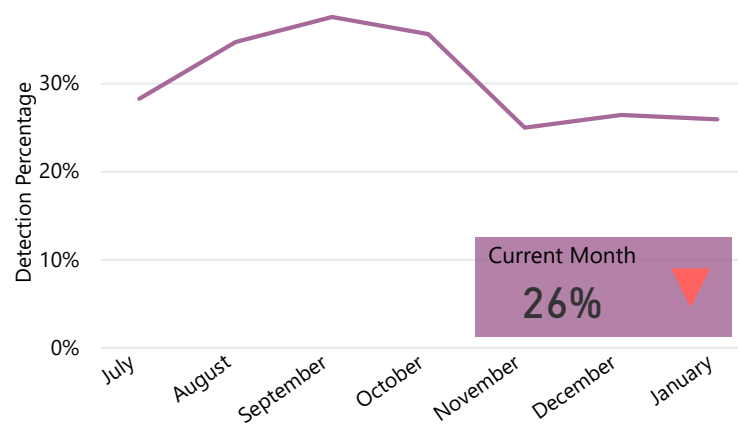


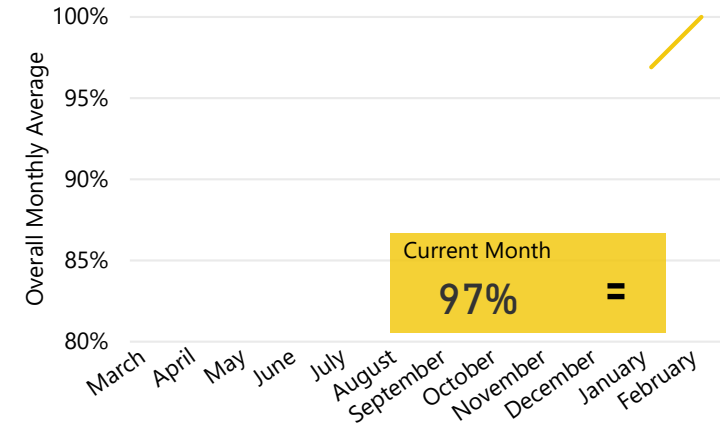
## Overall Performance Percentage



## Proactive Incident Detection



## WMTOC Performance Percentage

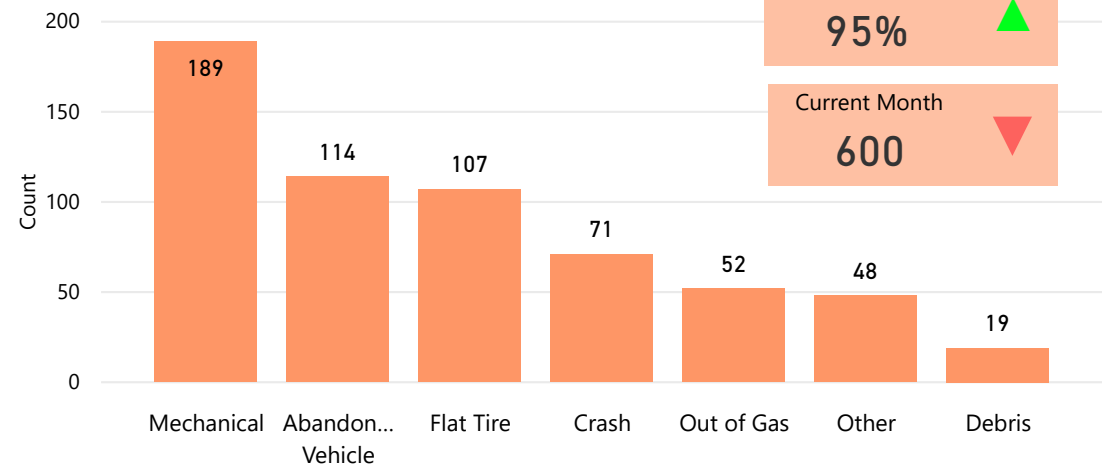


### Current Month

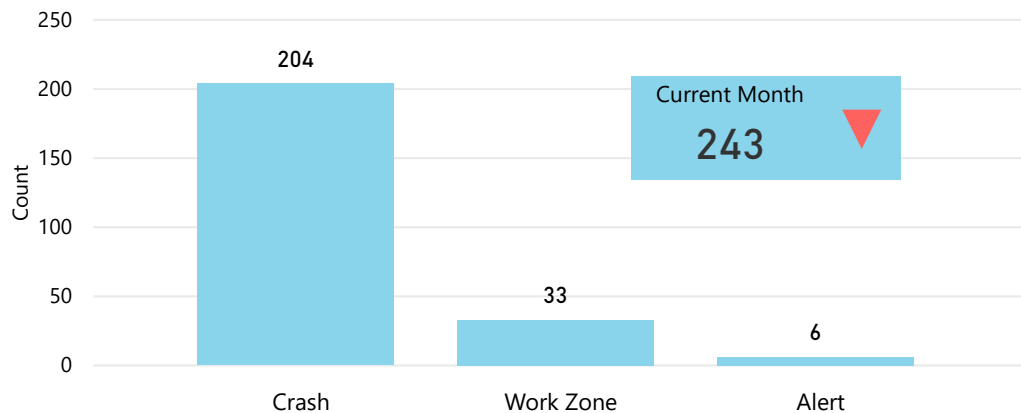
### Baseline

▲	95 %	Closure Email Sent within 8 Min	94 %
▲	98 %	Opening Email Sent within 5 Min	97 %
▲	88 %	4-hour Update Email Sent	86 %
▲	99 %	Posted to ATMS within 8 Min	98 %
▲	99 %	Removed from ATMS within 5 Min	97 %
▲	99 %	First Responder Notifications	97 %

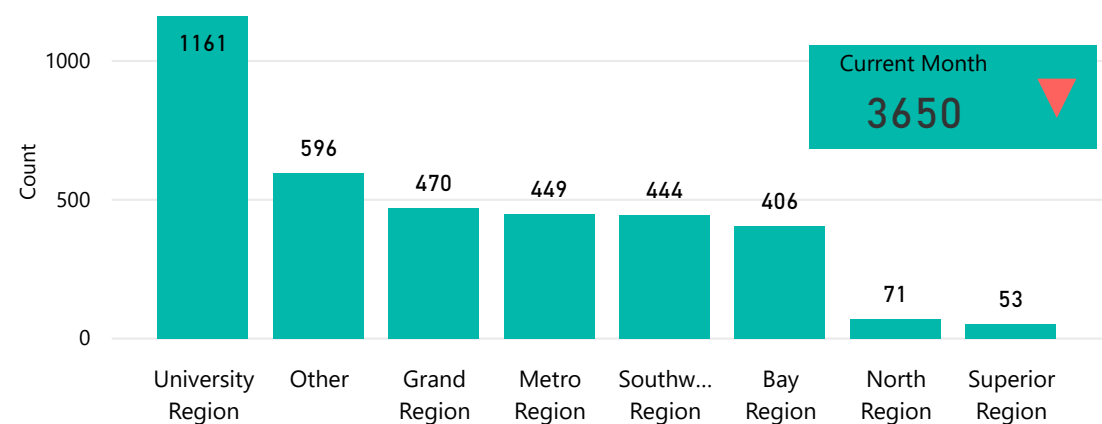
## FCP Activities



## Incident Types

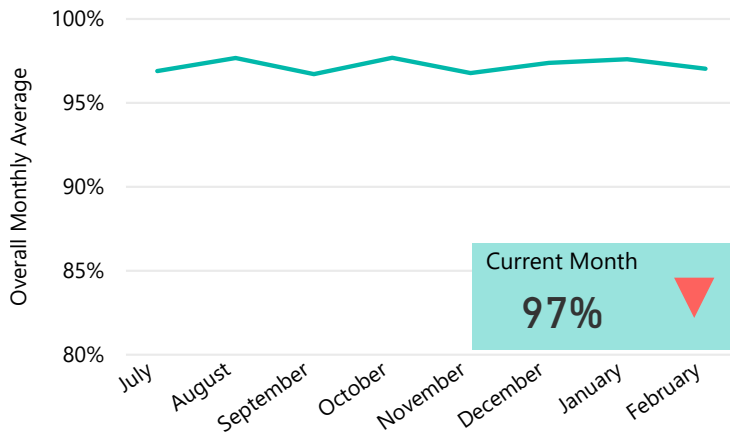


## Communication by Region

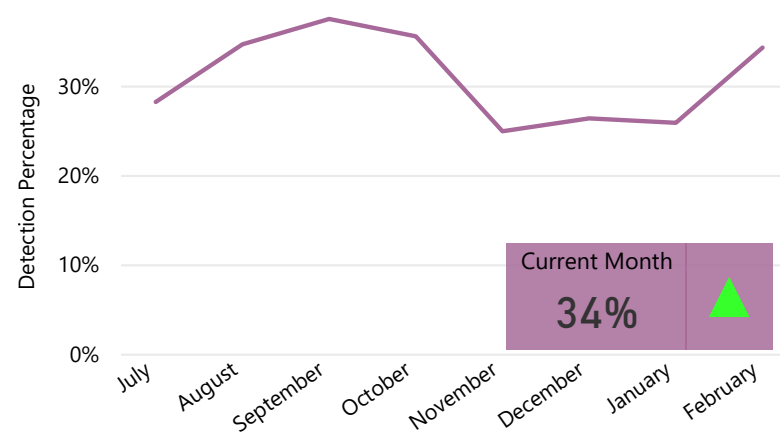


Arrows indicate the difference from report month to previous month

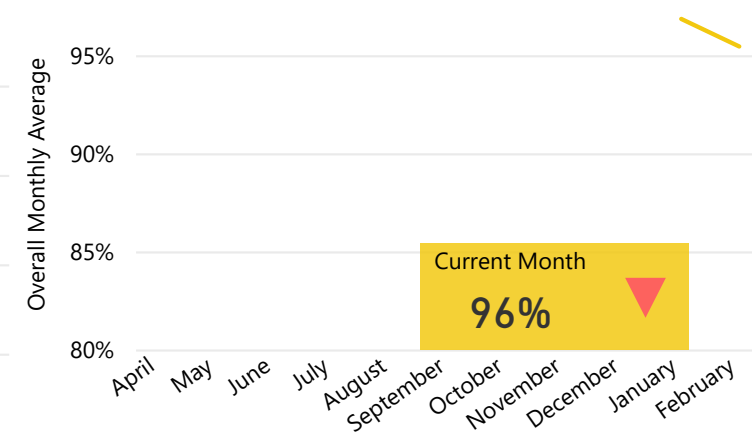
## Overall Performance Percentage



## Proactive Incident Detection



## WMTOC Performance Percentage

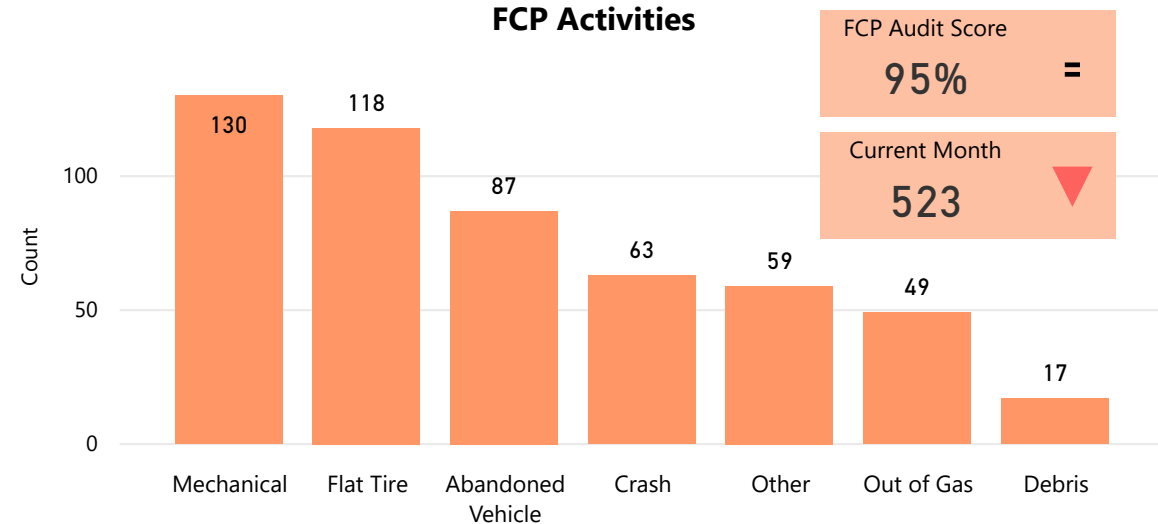


### Current Month

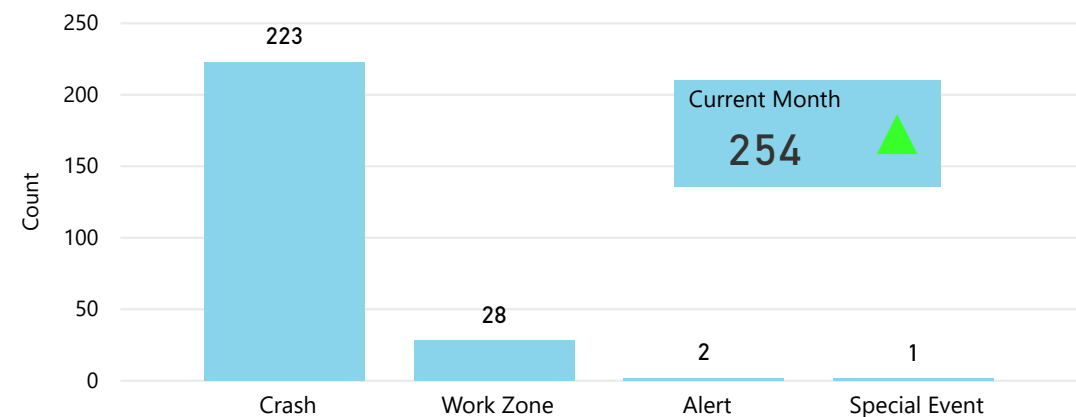
### Baseline

▲	95%	Closure Email Sent within 8 Min	94%
▲	99%	Opening Email Sent within 5 Min	97%
▲	89%	4-hour Update Email Sent	86%
▲	99%	Posted to ATMS within 8 Min	98%
▲	99%	Removed from ATMS within 5 Min	97%
=	98%	First Responder Notifications	98%

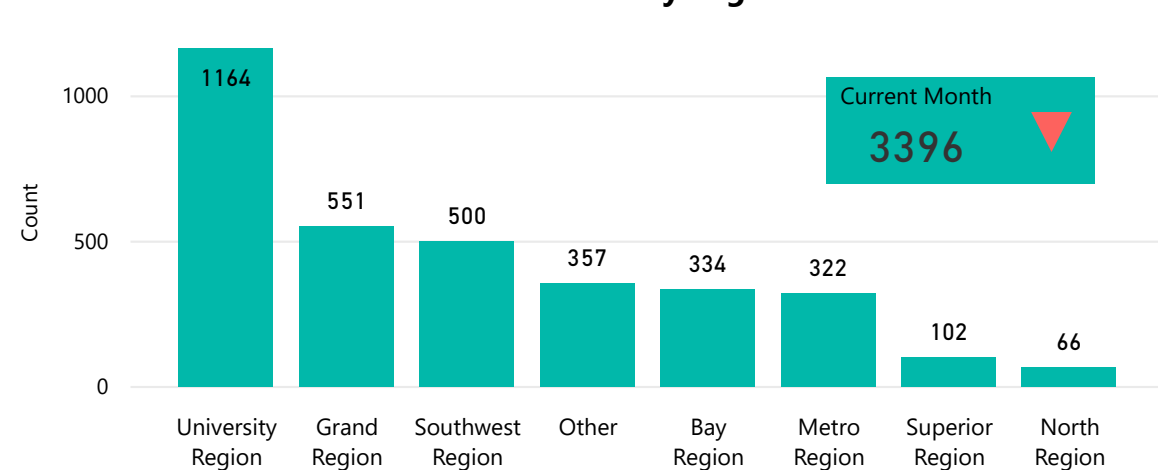
## FCP Activities



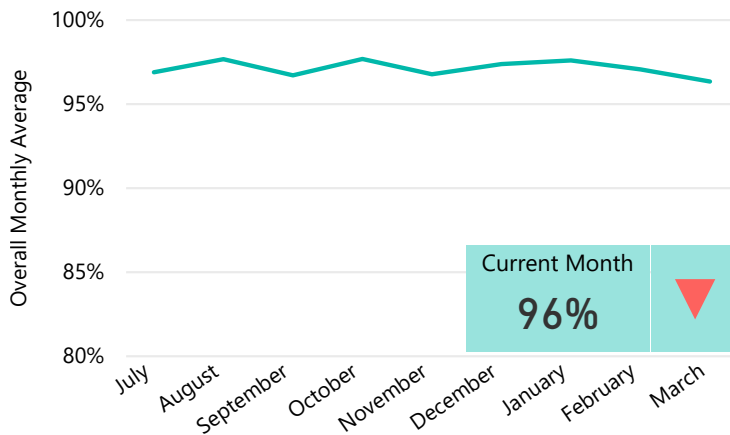
## Incident Types



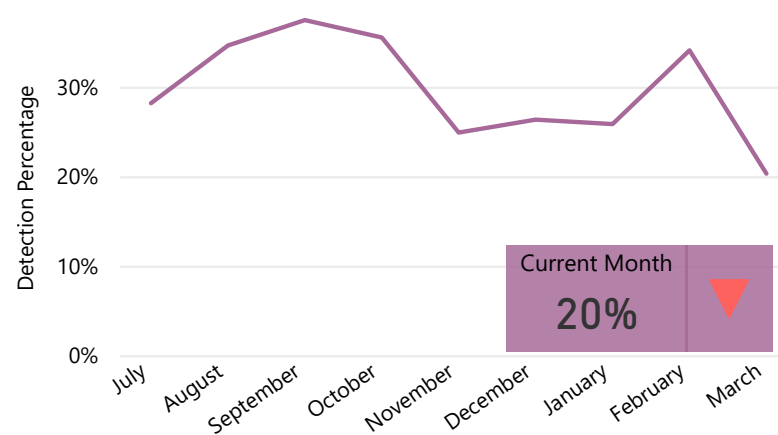
## Communication by Region



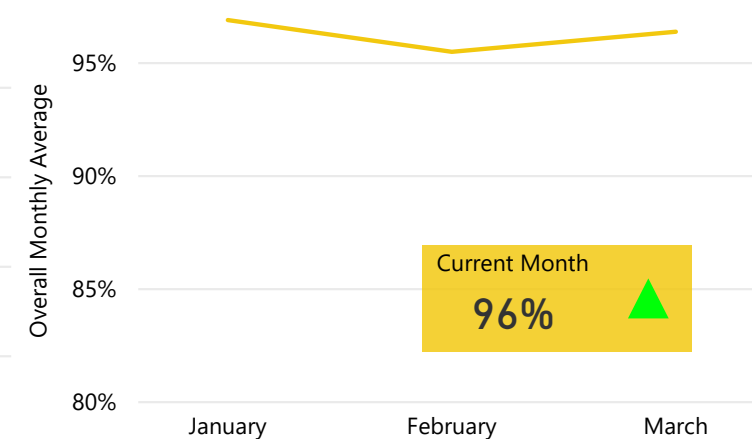
### Overall Performance Percentage



### Proactive Incident Detection



### WMTOC Performance Percentage

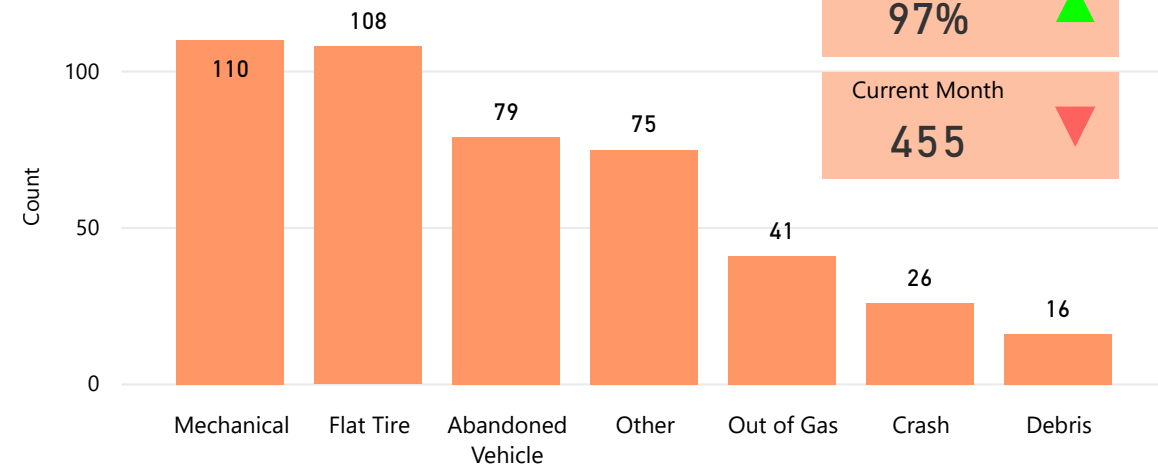


### Current Month

### Baseline

▲	95%	Closure Email Sent within 8 Min	94%
▲	100%	Opening Email Sent within 5 Min	97%
▲	100%	4-hour Update Email Sent	87%
▲	100%	Posted to ATMS within 8 Min	98%
▲	100%	Removed from ATMS within 5 Min	97%
▲	99%	First Responder Notifications	98%

### FCP Activities



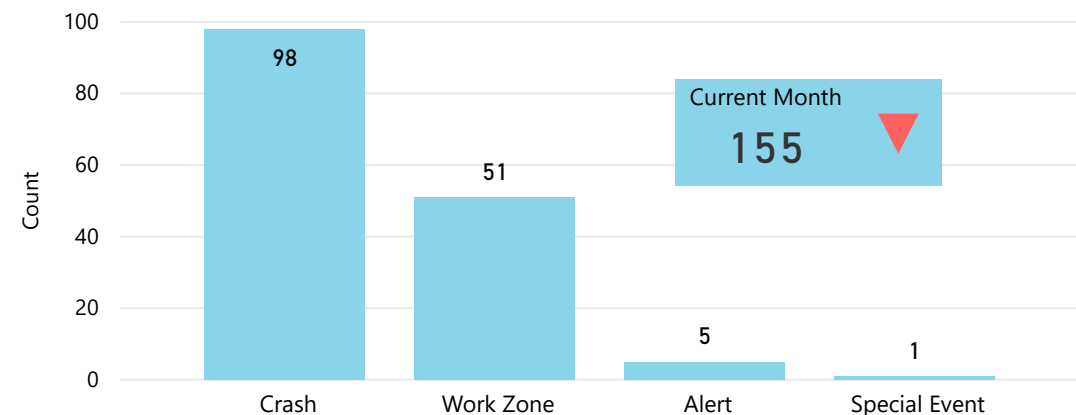
FCP Audit Score

97%

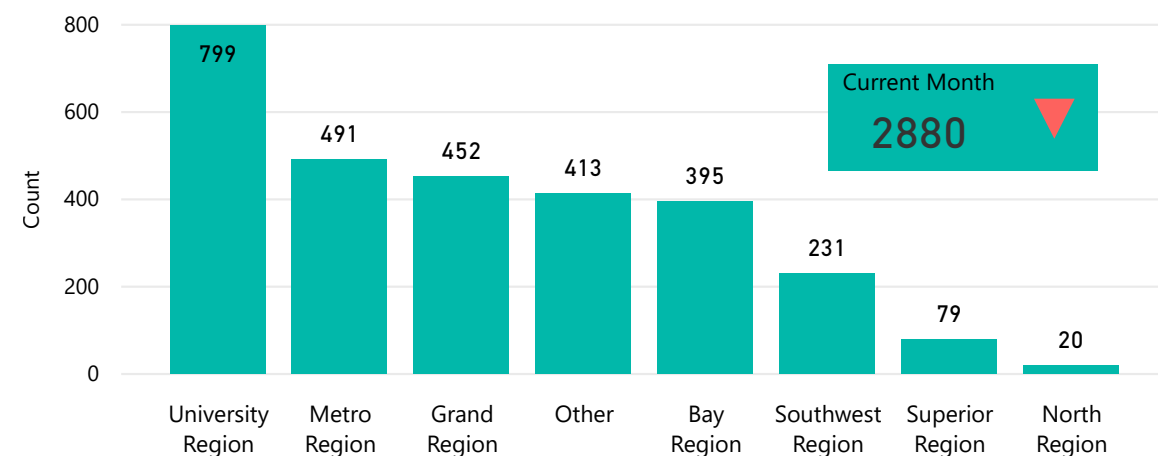
Current Month

455

### Incident Types



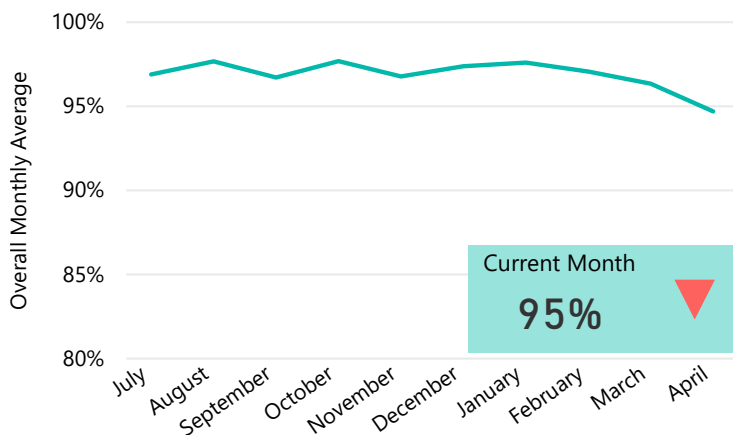
### Communication by Region



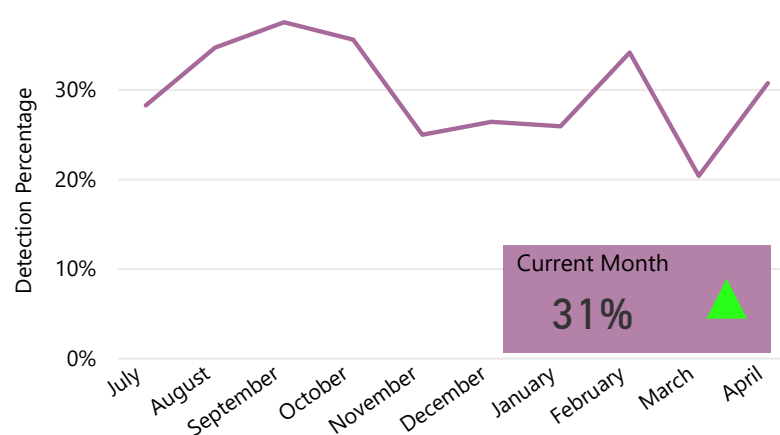
Current Month

2880

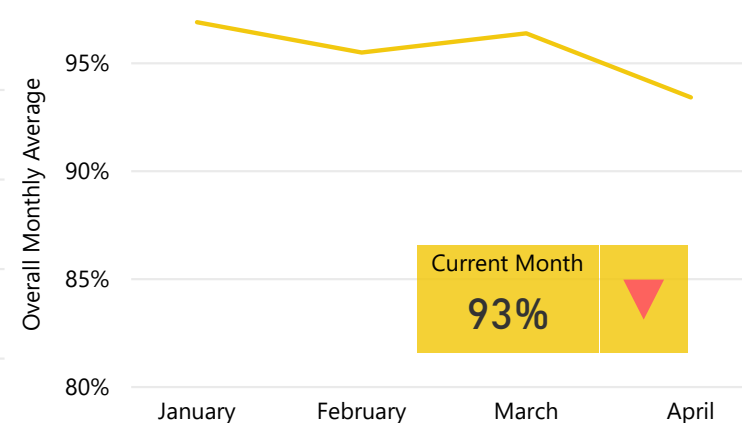
## Overall Performance Percentage



## Proactive Incident Detection



## WMTOC Performance Percentage

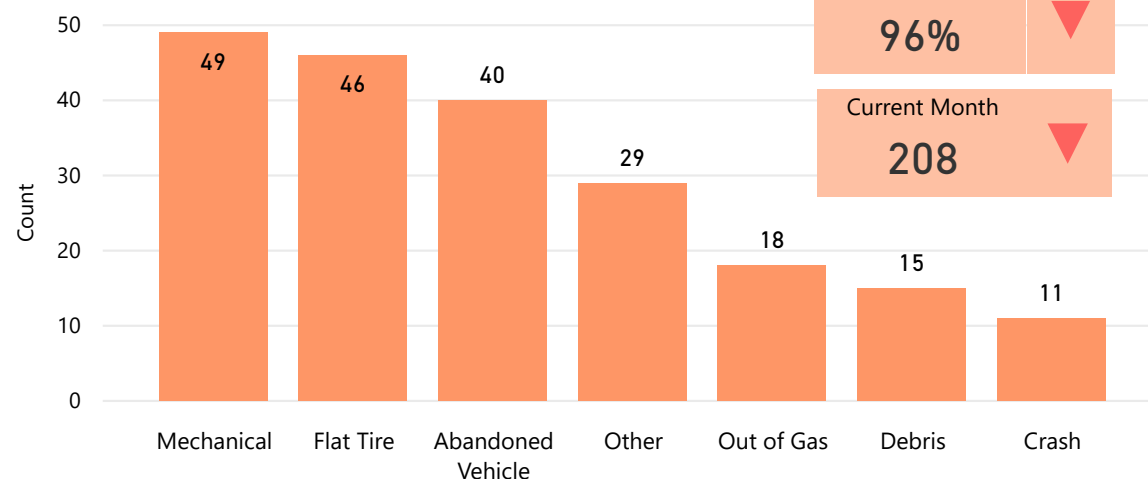


### Current Month

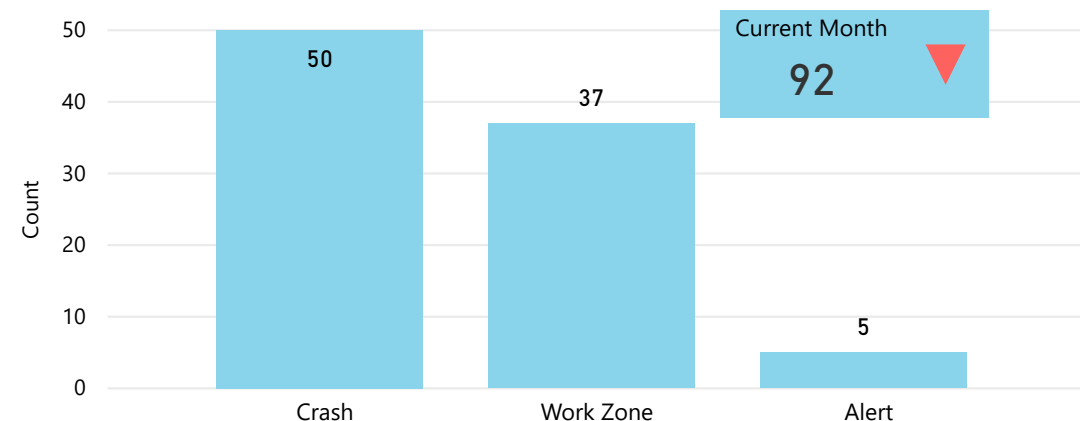
### Baseline

▼	87%	Closure Email Sent within 8 Min	94%
▲	98%	Opening Email Sent within 5 Min	97%
Na	NaN	4-hour Update Email Sent	88%
▲	100%	Posted to ATMS within 8 Min	98%
=	98%	Removed from ATMS within 5 Min	98%
▲	100%	First Responder Notifications	98%

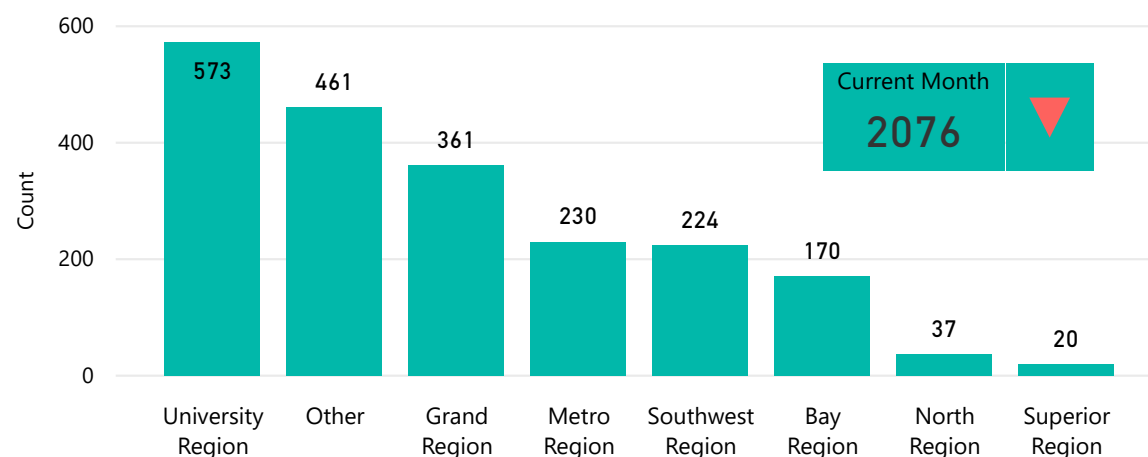
## FCP Activities



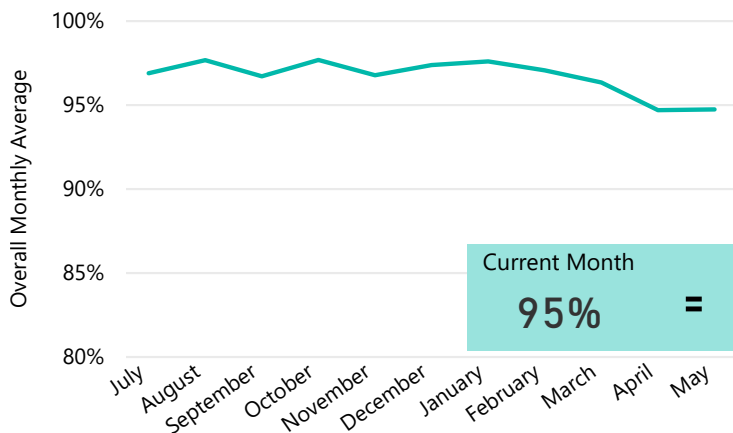
## Incident Types



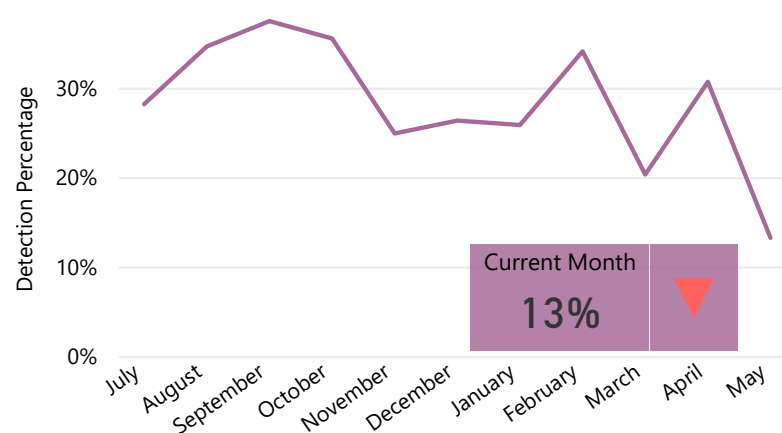
## Communication by Region



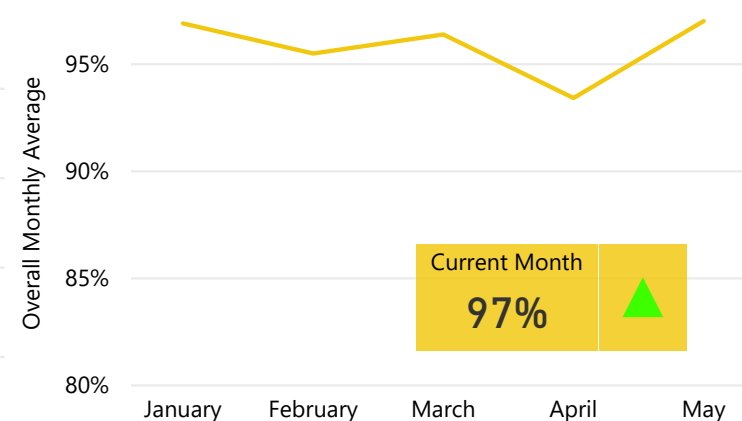
### Overall Performance Percentage



### Proactive Incident Detection



### WMTOC Performance Percentage

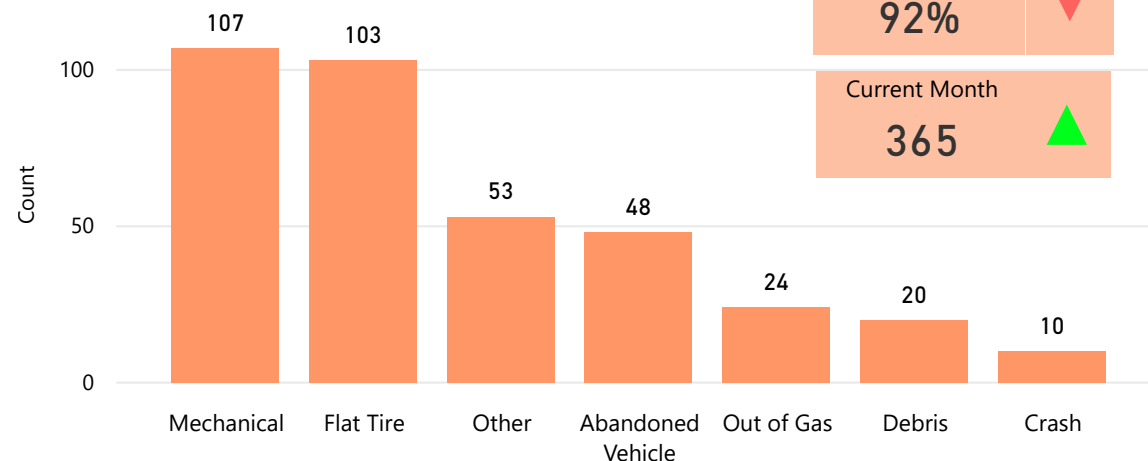


### Current Month

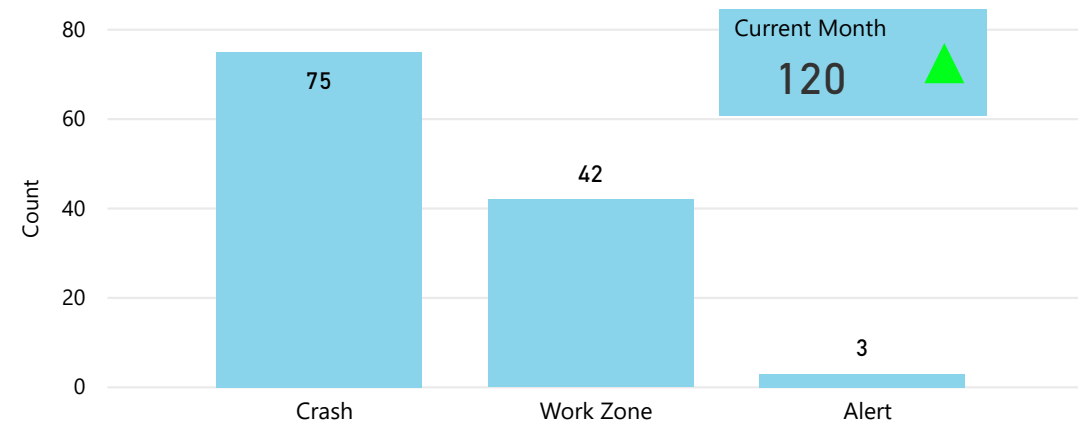
### Baseline

▼	69%	Closure Email Sent within 8 Min	94%
▼	88%	Opening Email Sent within 5 Min	97%
▲	93%	4-hour Update Email Sent	88%
=	98%	Posted to ATMS within 8 Min	98%
=	98%	Removed from ATMS within 5 Min	98%
▲	99%	First Responder Notifications	98%

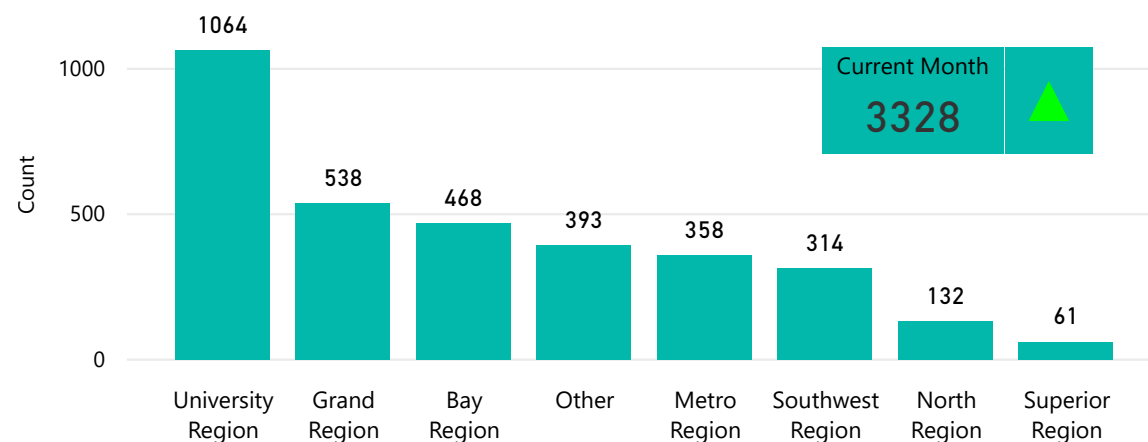
### FCP Activities



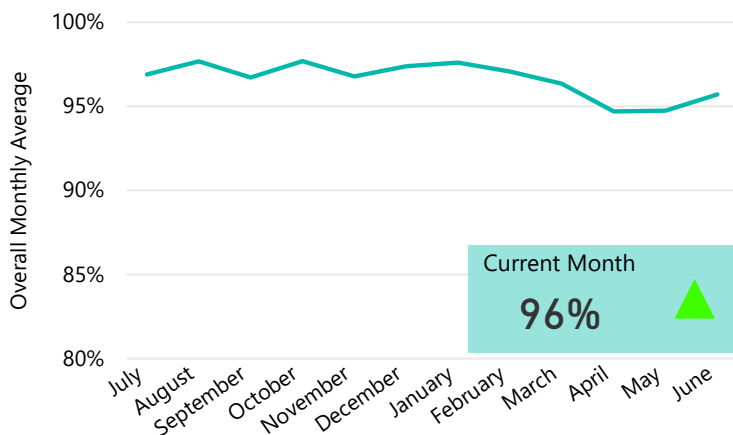
### Incident Types



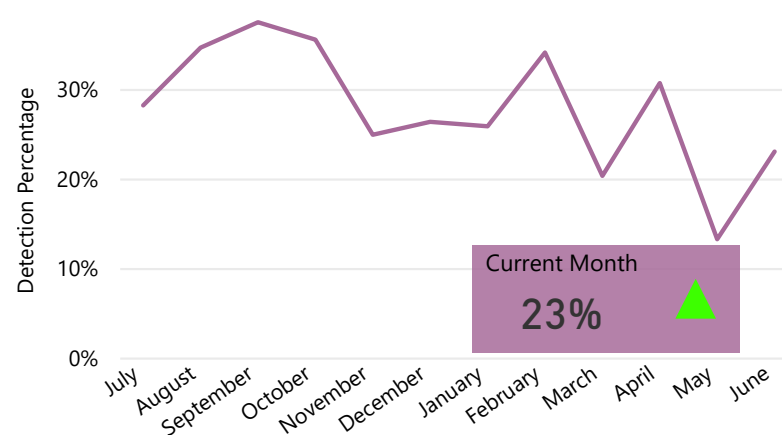
### Communication by Region



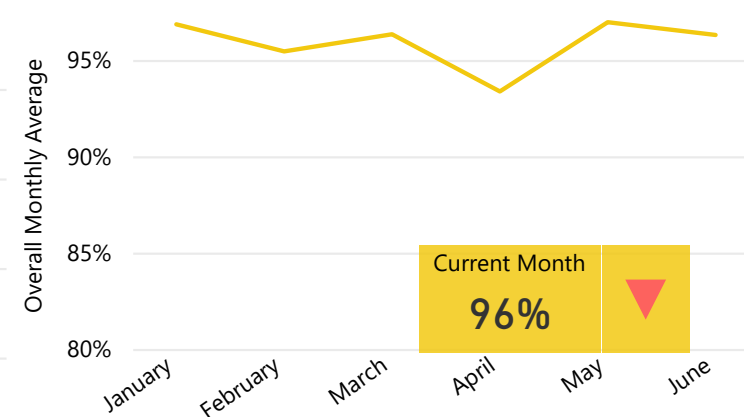
### Overall Performance Percentage



### Proactive Incident Detection



### WMTOC Performance Percentage

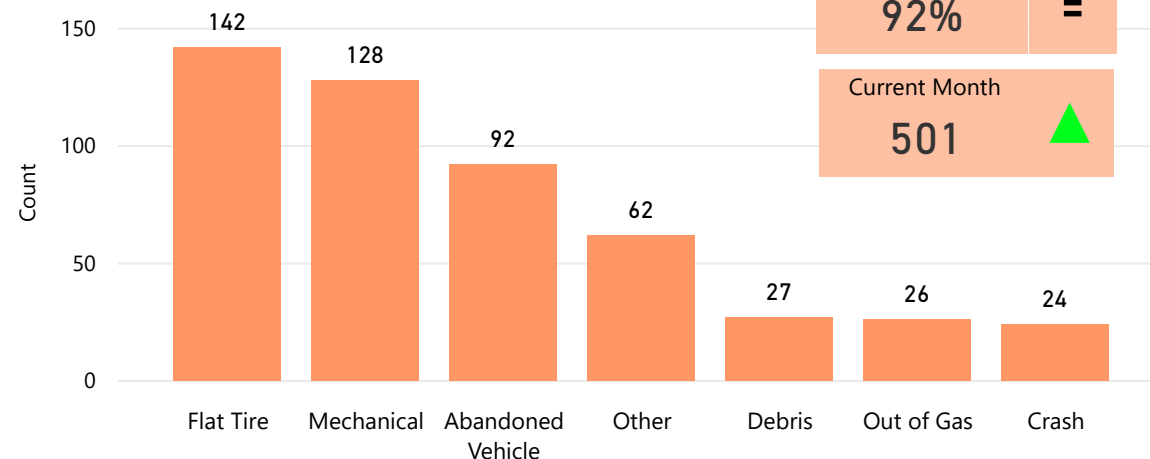


### Current Month

### Baseline

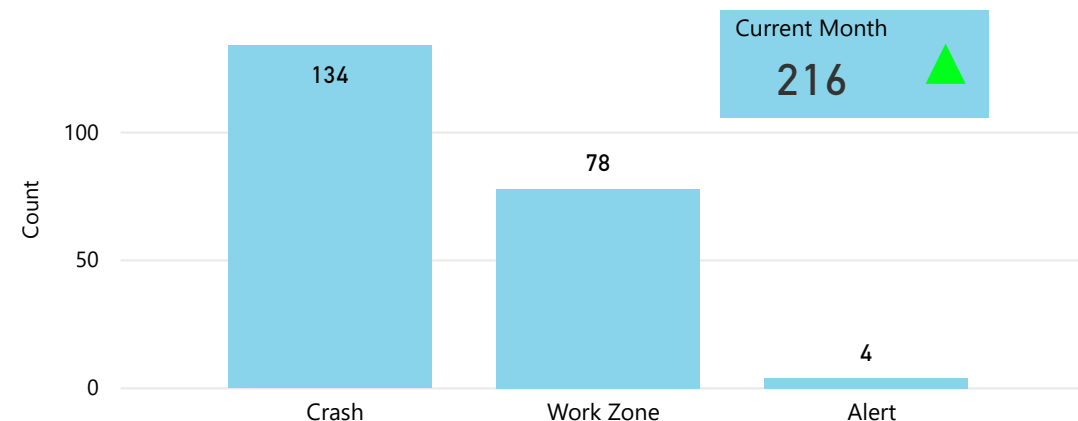
▼	73%	Closure Email Sent within 8 Min	93%
▼	96%	Opening Email Sent within 5 Min	97%
▼	80%	4-hour Update Email Sent	88%
▼	97%	Posted to ATMS within 8 Min	98%
▼	96%	Removed from ATMS within 5 Min	98%
▲	100%	First Responder Notifications	98%

### FCP Activities

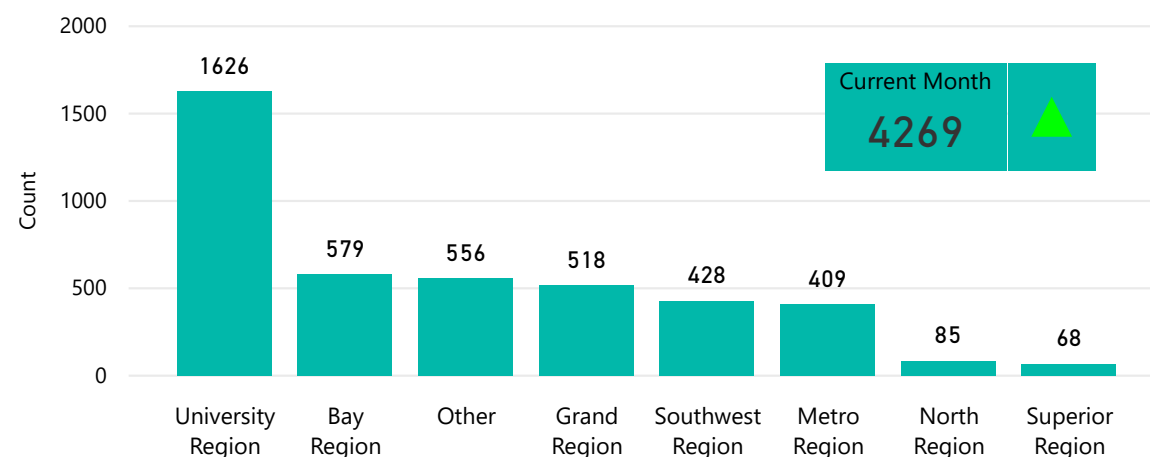


FCP Audit Score	92%	=
Current Month	501	▲

### Incident Types

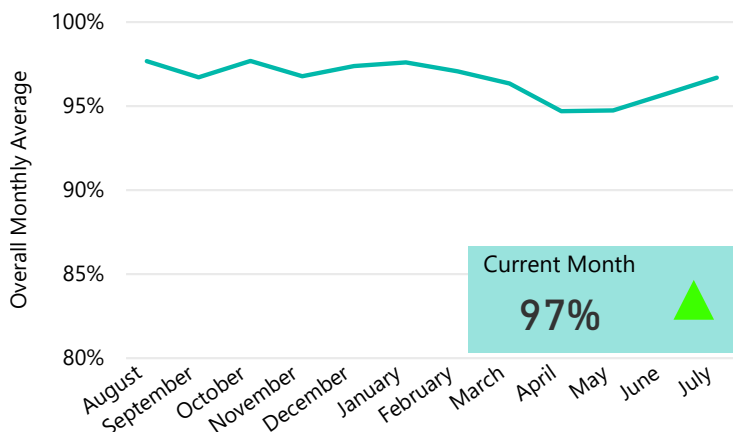


### Communication by Region

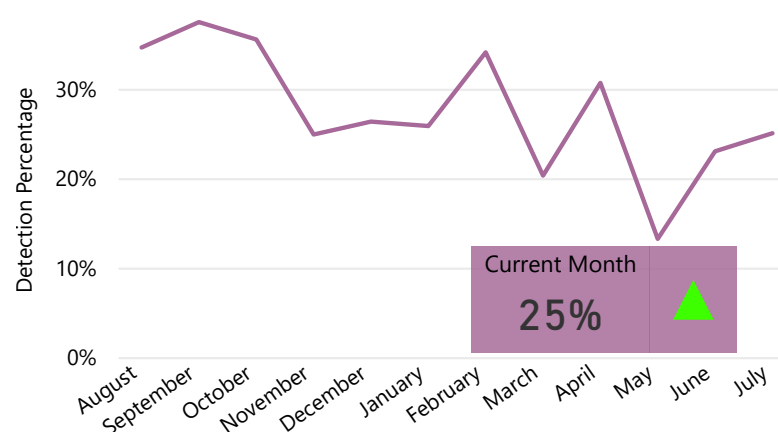


Current Month	4269	▲
---------------	------	---

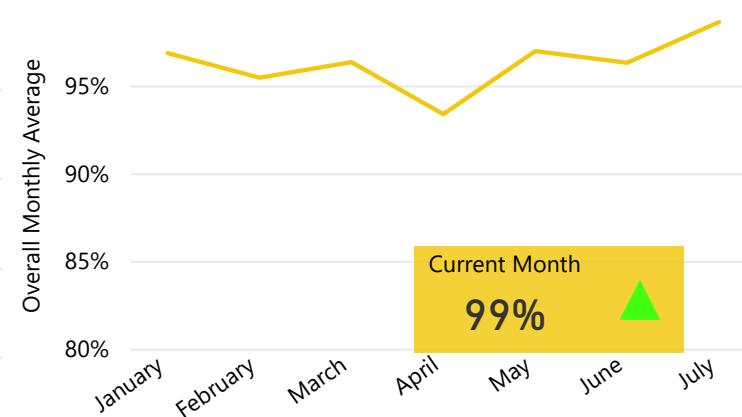
### Overall Performance Percentage



### Proactive Incident Detection



### WMTOC Performance Percentage

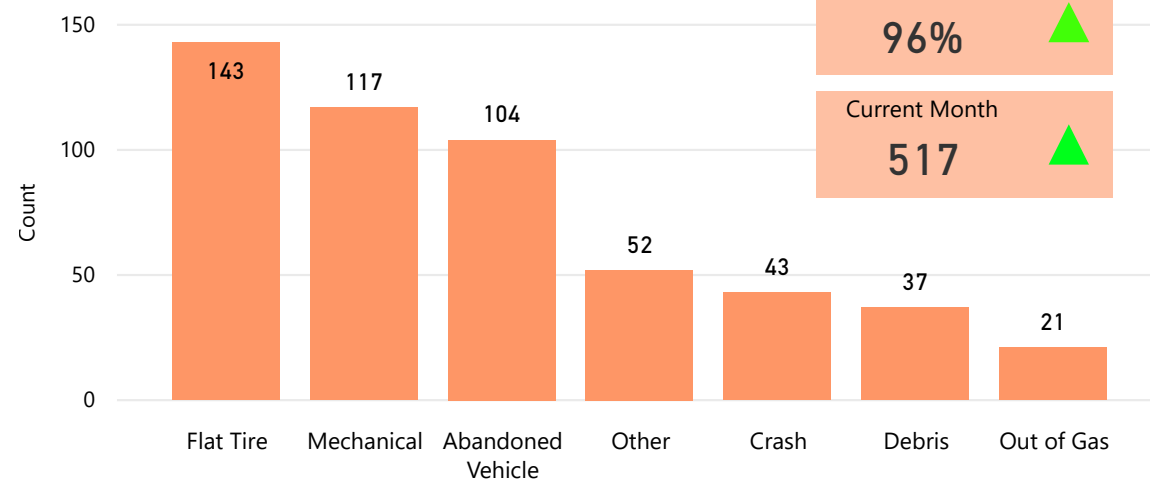


### Current Month

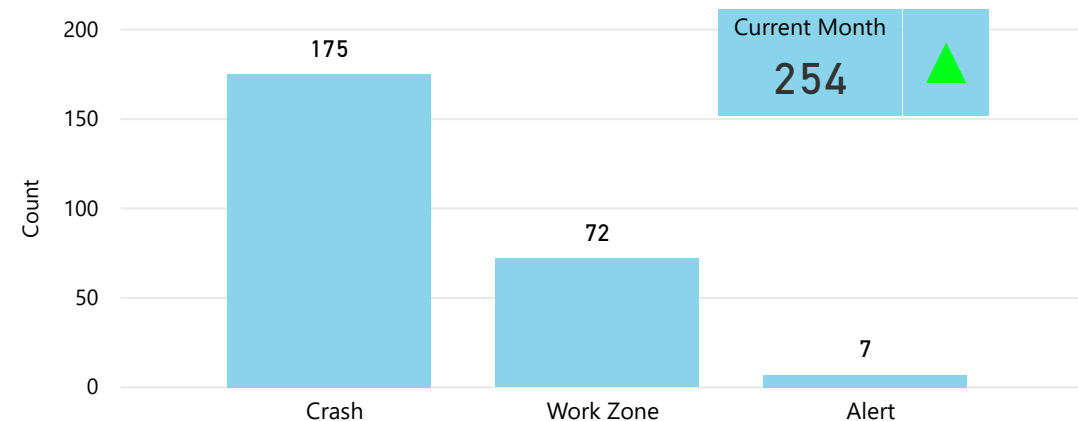
### Baseline

▼	81%	Closure Email Sent within 8 Min	91%
=	97%	Opening Email Sent within 5 Min	97%
▲	88%	4-hour Update Email Sent	87%
▼	97%	Posted to ATMS within 8 Min	98%
▲	99%	Removed from ATMS within 5 Min	97%
▲	100%	First Responder Notifications	98%

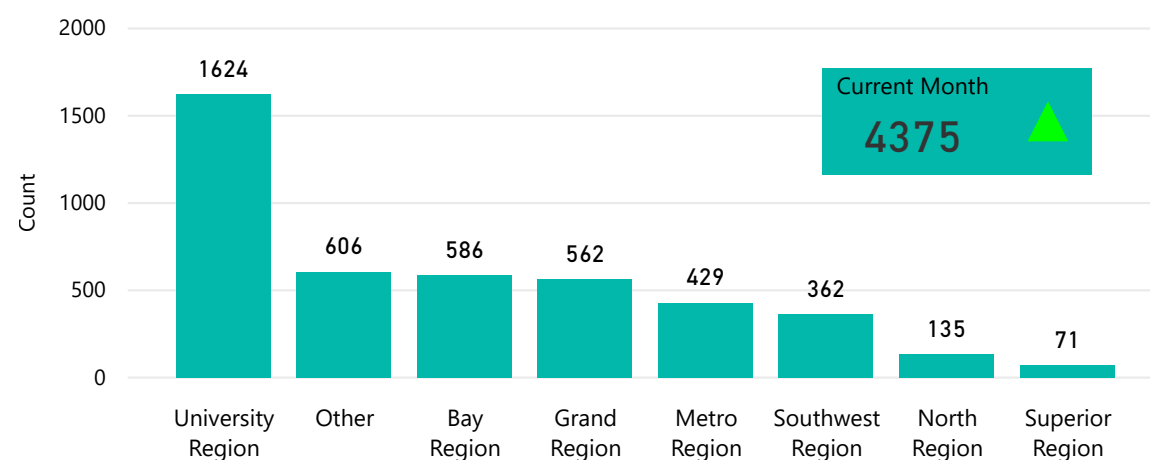
### FCP Activities



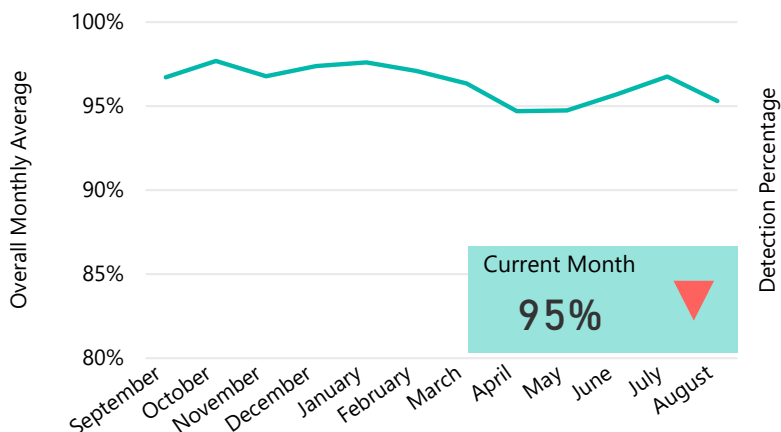
### Incident Types



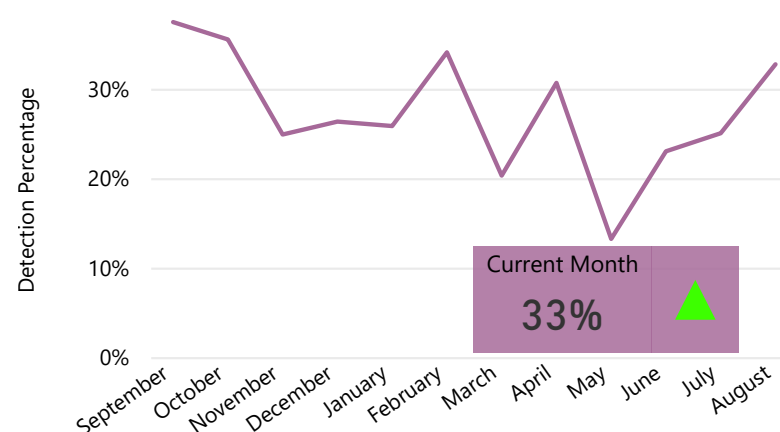
### Communication by Region



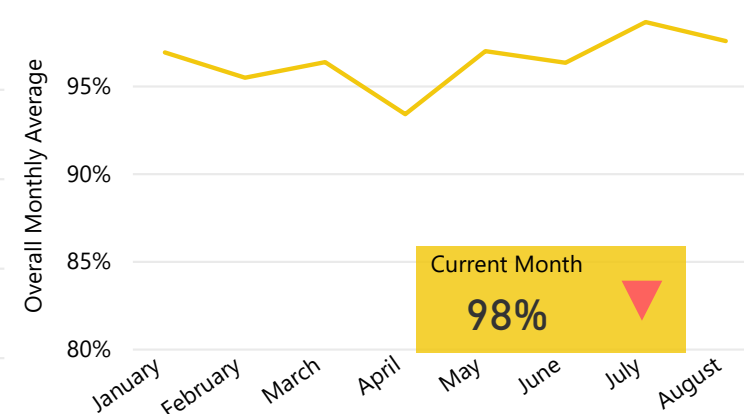
### Overall Performance Percentage



### Proactive Incident Detection



### WMTOC Performance Percentage

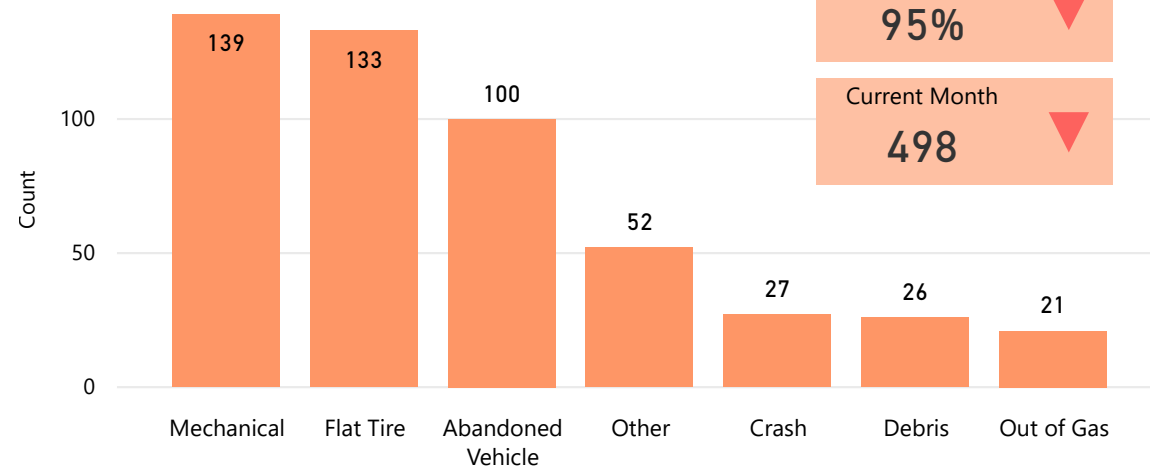


### Current Month

### Baseline

▼	75%	Closure Email Sent within 8 Min	91%
▼	96%	Opening Email Sent within 5 Min	97%
▲	100%	4-hour Update Email Sent	88%
=	98%	Posted to ATMS within 8 Min	98%
▼	95%	Removed from ATMS within 5 Min	98%
▲	99%	First Responder Notifications	98%

### FCP Activities



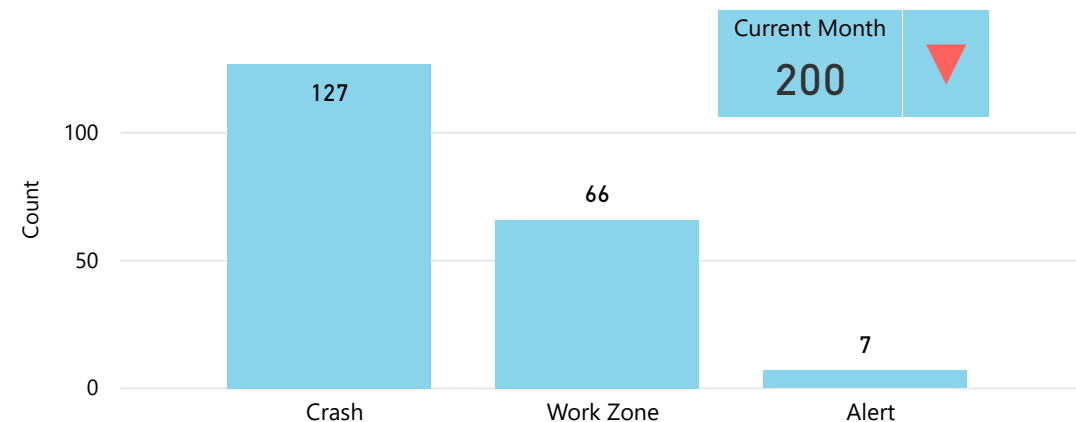
FCP Audit Score

95%

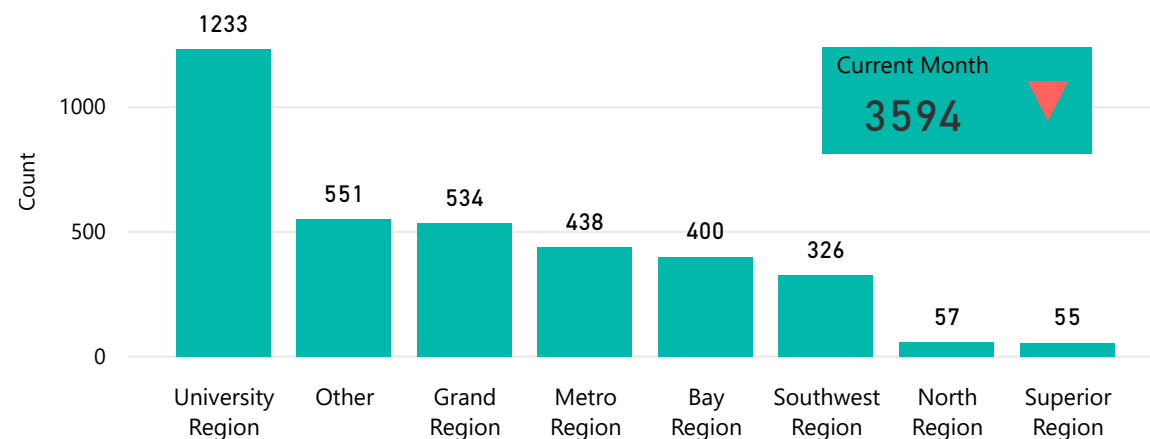
Current Month

498

### Incident Types

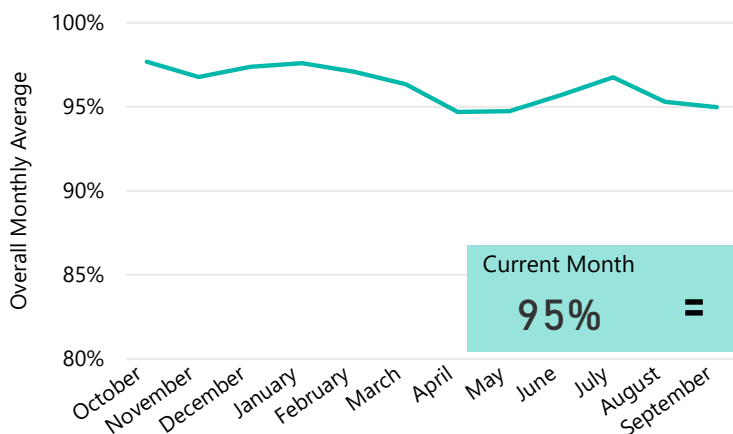


### Communication by Region

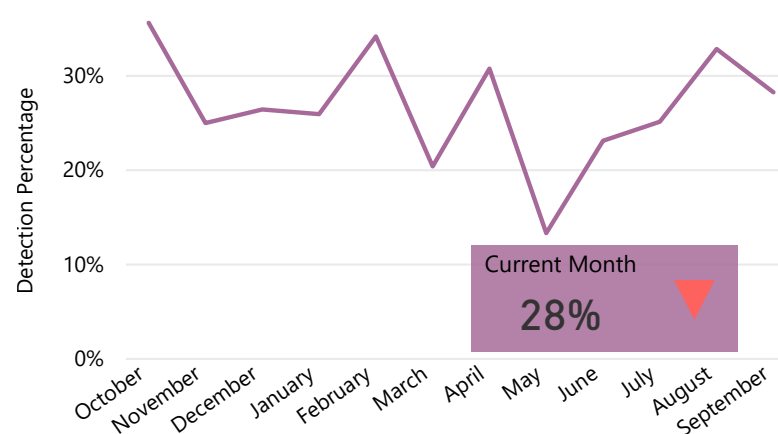




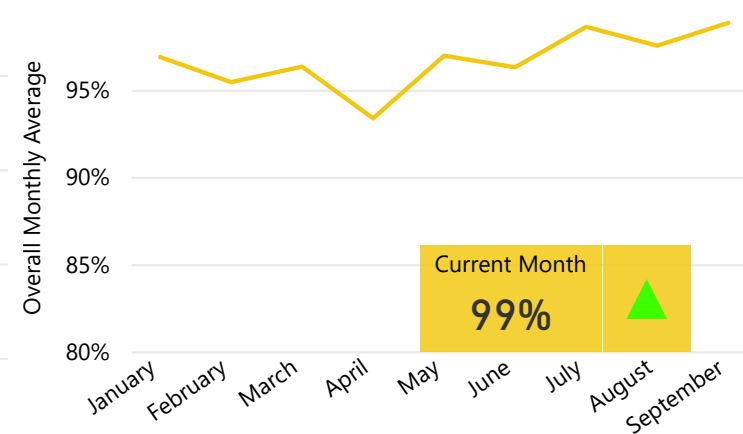
### Overall Performance Percentage



### Proactive Incident Detection



### WMTOC Performance Percentage

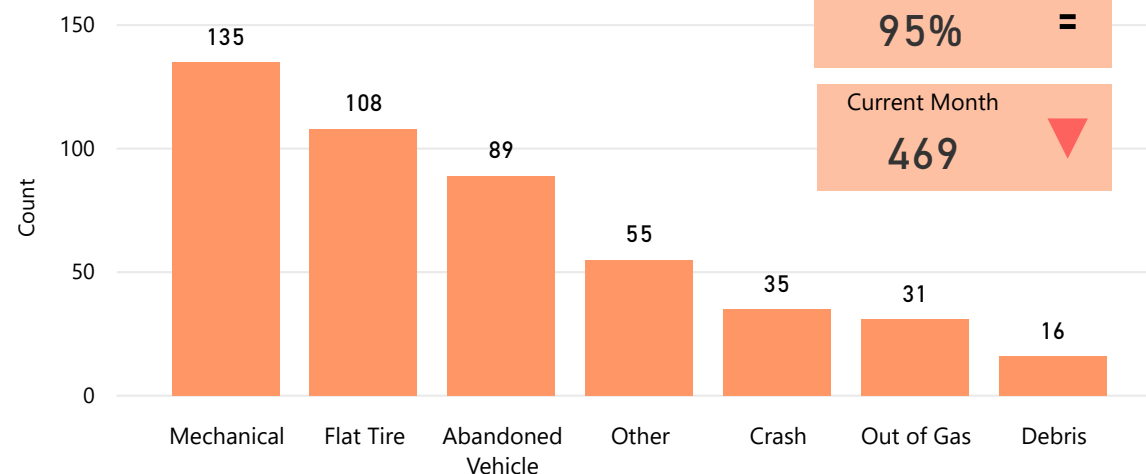


### Current Month

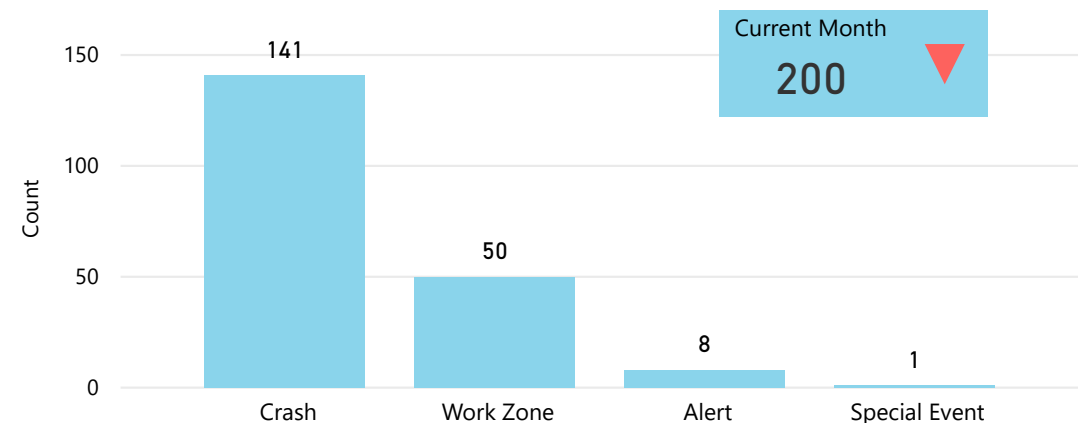
### Baseline

▼	85%	Closure Email Sent within 8 Min	88%
▼	96%	Opening Email Sent within 5 Min	97%
▲	93%	4-hour Update Email Sent	91%
▼	96%	Posted to ATMS within 8 Min	98%
▼	93%	Removed from ATMS within 5 Min	98%
▲	100%	First Responder Notifications	99%

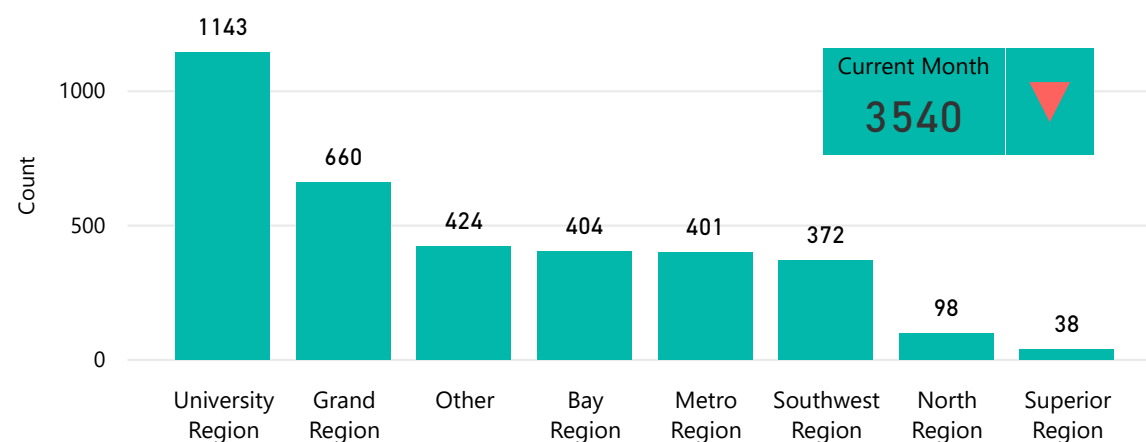
### FCP Activities



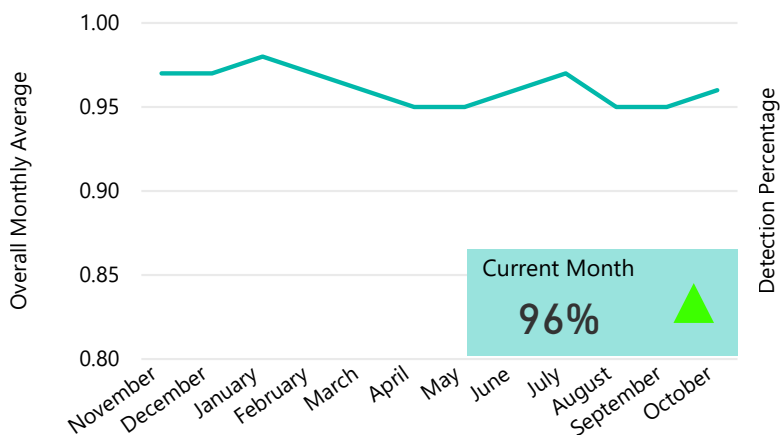
### Incident Types



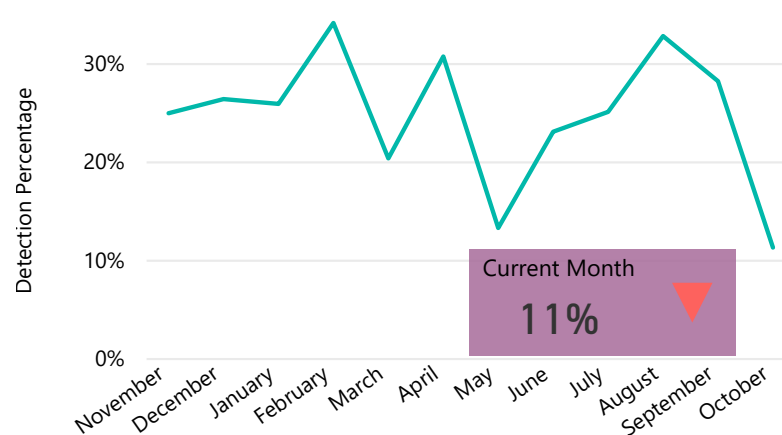
### Communication by Region



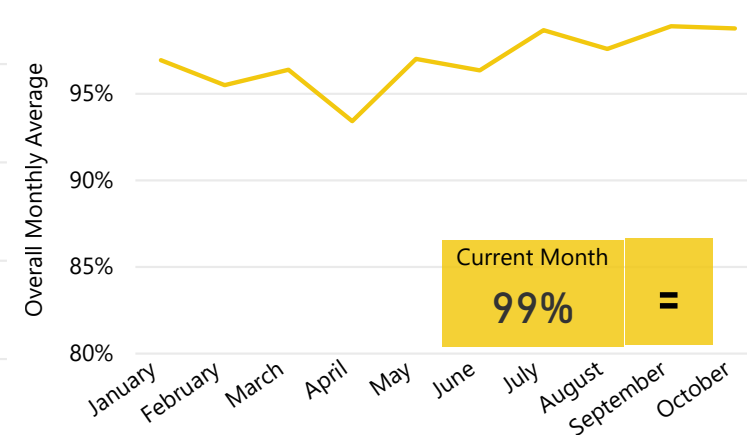
## Overall Performance Percentage



## Proactive Incident Detection



## WMTOC Performance Percentage

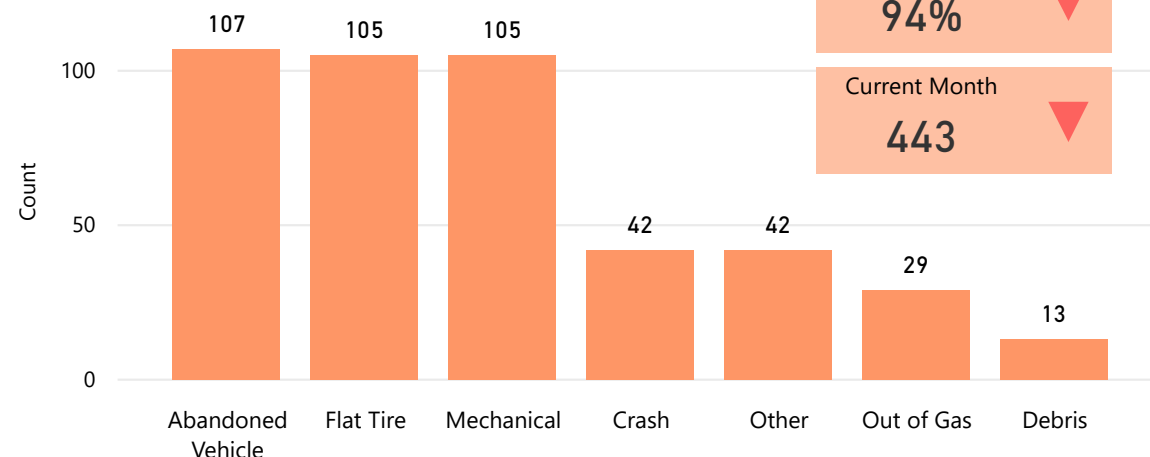


### Current Month

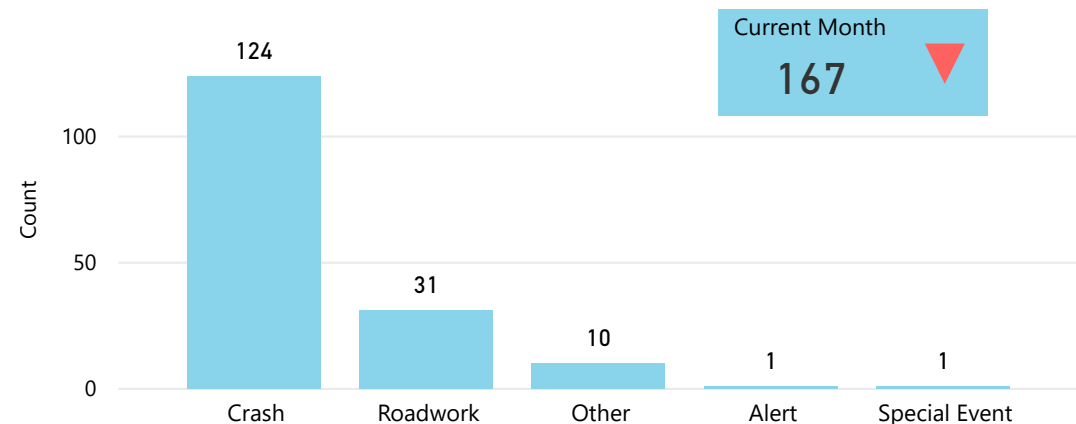
### Baseline

▲	91%	Closure Email Sent within 8 Min	88%
▲	99%	Opening Email Sent within 5 Min	97%
▲	100%	4-hour Update Email Sent	91%
▲	100%	Posted to ATMS within 8 Min	98%
▼	94%	Removed from ATMS within 5 Min	97%
▼	96%	First Responder Notifications	99%

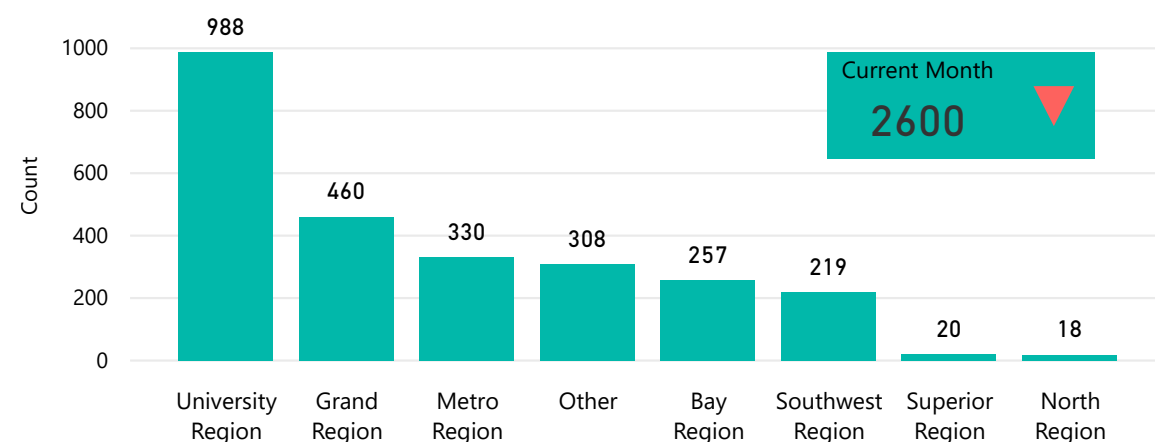
## FCP Activities



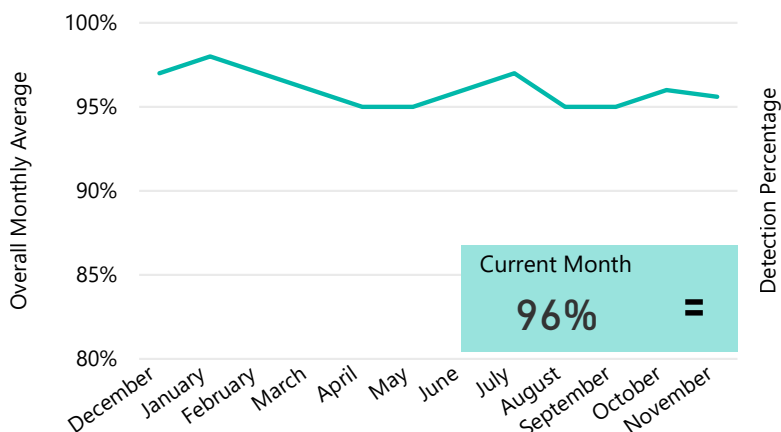
## Incident Types



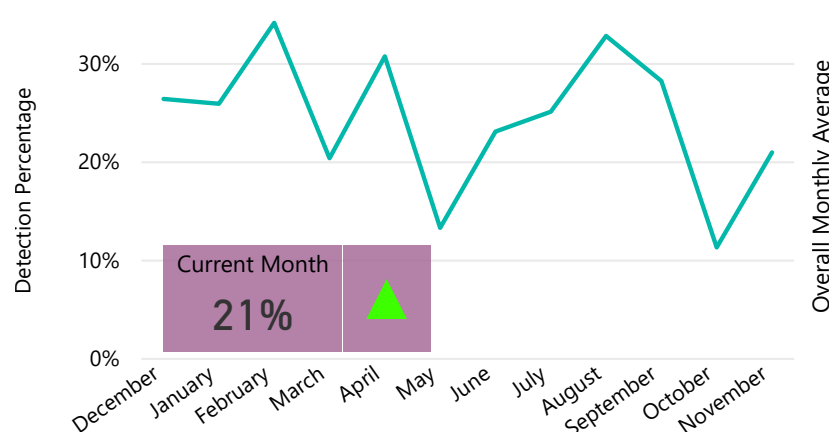
## Communication by Region



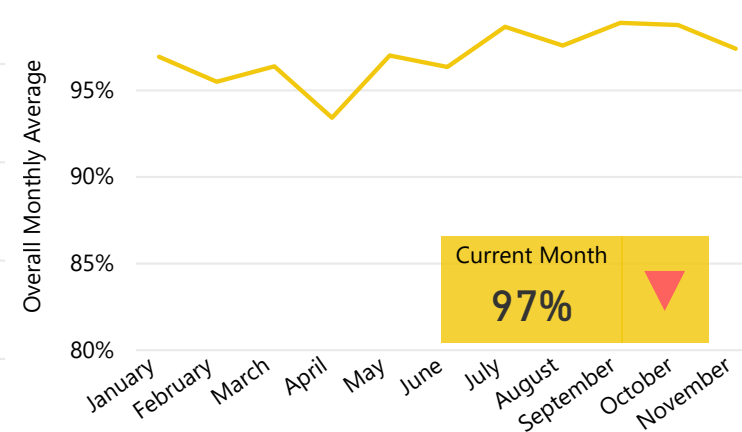
### Overall Performance Percentage



### Proactive Incident Detection



### WMTOC Performance Percentage

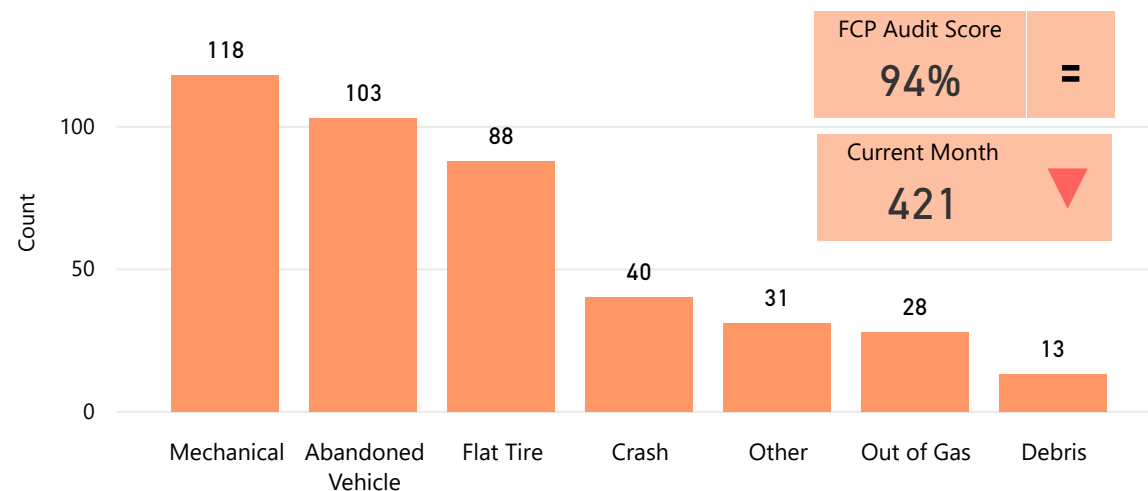


### Current Month

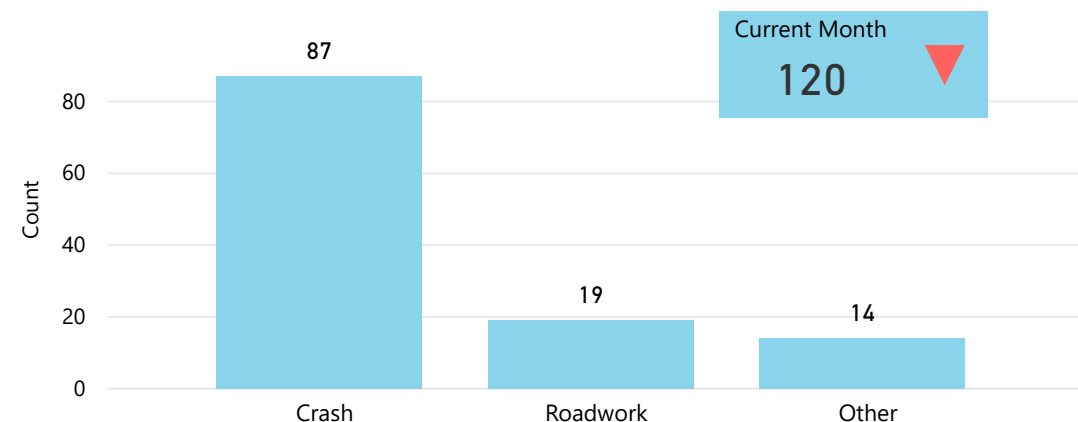
### Baseline

▲	91%	Closure Email Sent within 8 Min	90%
▲	99%	Opening Email Sent within 5 Min	98%
▲	100%	4-hour Update Email Sent	96%
▲	100%	Posted to ATMS within 8 Min	99%
▼	94%	Removed from ATMS within 5 Min	96%
▼	96%	First Responder Notifications	98%

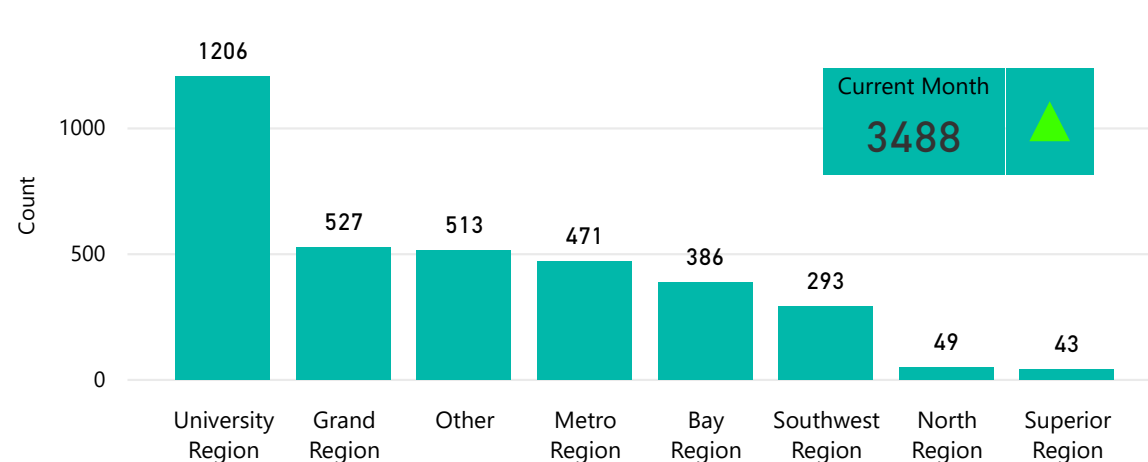
### FCP Activities



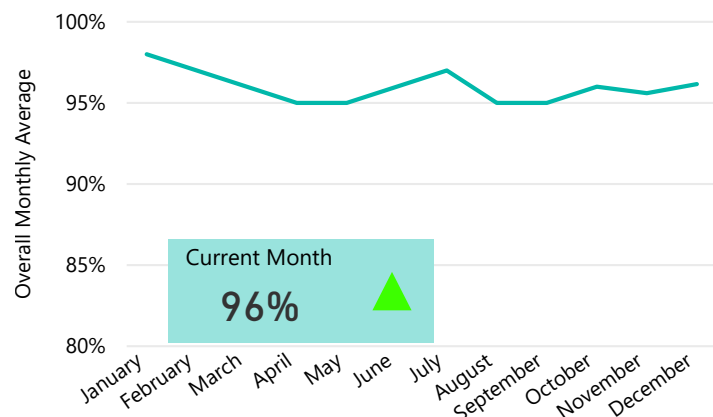
### Incident Types



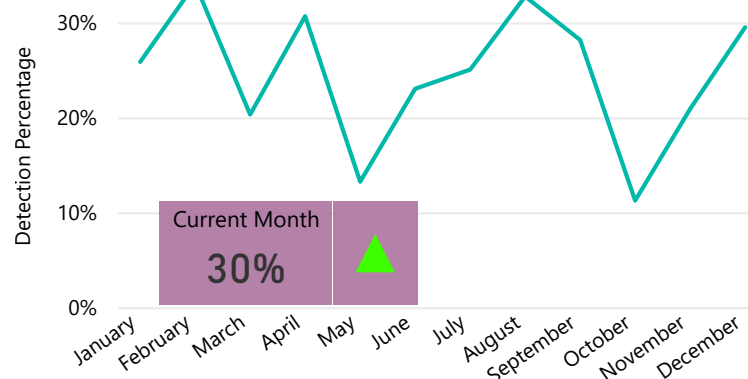
### Communication by Region



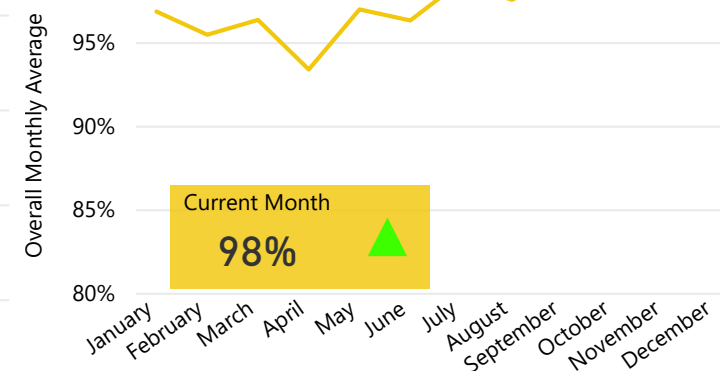
## Overall Performance Percentage



## Proactive Incident Detection



## WMTOC Performance Percentage

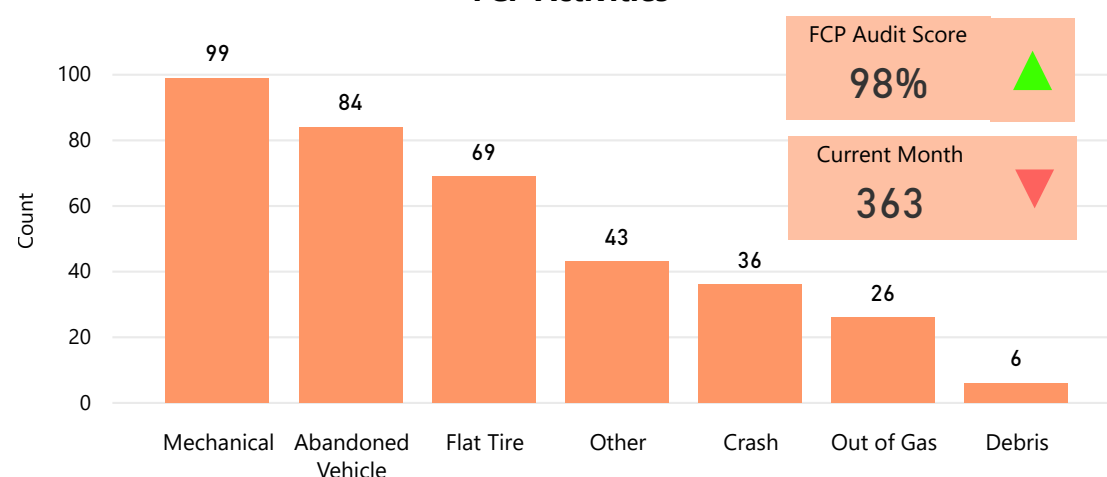


## Current Month

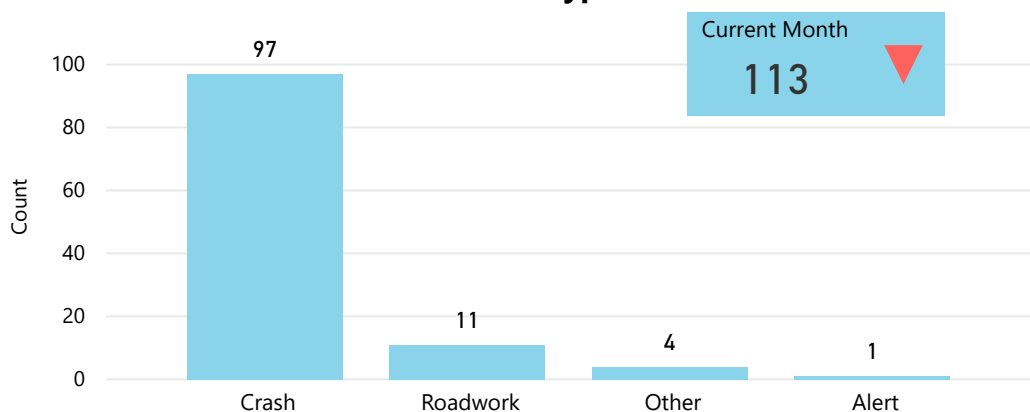
## Baseline

▼	89%	Closure Email Sent within 8 Min	90%
=	99%	Opening Email Sent within 5 Min	99%
▲	100%	4-hour Update Email Sent	98%
▼	98%	Posted to ATMS within 8 Min	99%
▲	97%	Removed from ATMS within 5 Min	95%
▲	99%	First Responder Notifications	97%

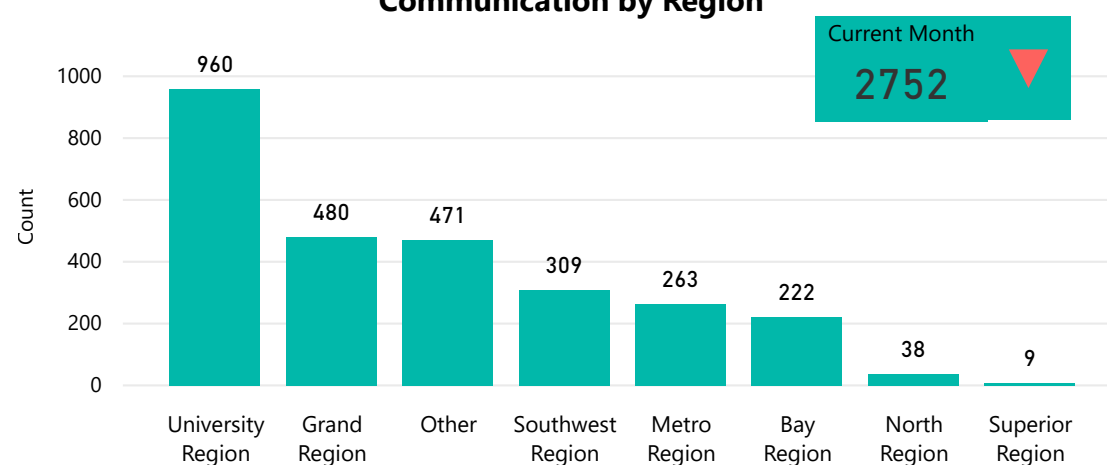
## FCP Activities



## Incident Types



## Communication by Region



Arrows indicate the difference from report month to previous month